

## **BellSouth's Proposed Performance Measures**

- **Trunking**

- (19) % Order Due Dates on Time
- (20) % New Circuit Failure Rate
- (21) Total Troubles
- (22) Maintenance Average Duration
- (23) Trunk Network Performance
  - (23.1a) BST-to-CLEC trunk blocking
  - (23.1b) CLEC-to-BST trunk blocking
- (24) BST Local Trunk Network Blocking

## **BellSouth's Proposed Performance Measures**

- **Account Maintenance**

- Customer Local Carrier Switch Notification Timeliness (Carrier specific)
- IXC PIC Change Notification Timeliness (carrier specific)
- PIC '01' Change Notification Timeliness (carrier specific)







The graph displays the percentage of a metric over time for two regions: BST (Retail) Region and CLEC Region. The Y-axis represents the percentage, ranging from 70 to 90. The X-axis represents the months from February 1997 to October 1997. The BST (Retail) Region is represented by a line with 'x' markers, and the CLEC Region is represented by a line with triangle markers. A dashed line indicates the Mean, and solid lines indicate the Upper Control Limit (UCL) and Lower Control Limit (LCL).

| Month  | BST (Retail) Region (%) | CLEC Region (%) | Mean (%) | UCL (%) | LCL (%) |
|--------|-------------------------|-----------------|----------|---------|---------|
| Feb-97 | 82.8                    | 84.5            | 80.5     | 86.2    | 75.0    |
| Mar-97 | 81.8                    | 78.3            | 80.5     | 86.2    | 75.0    |
| Apr-97 | 81.2                    | 75.5            | 80.5     | 86.2    | 75.0    |
| May-97 | 80.7                    | 78.1            | 80.5     | 86.2    | 75.0    |
| Jun-97 | 79.0                    | 70.5            | 80.5     | 86.2    | 75.0    |
| Jul-97 | 77.3                    | 75.1            | 80.5     | 86.2    | 75.0    |
| Aug-97 | 78.0                    | 75.3            | 80.5     | 86.2    | 75.0    |
| Sep-97 | 78.5                    | 73.1            | 80.5     | 86.2    | 75.0    |
| Oct-97 | 79.5                    | 79.5            | 80.5     | 86.2    | 75.0    |

[illegible]

## Glossary of Acronyms

|            |  |  |
|------------|--|--|
| ADSL       | Asymmetrical Digital Subscriber Line   |  |
| ATLAS      | BellSouth Legacy system that maintains telephone number assignment information |  |
| ATOPS      | A Task Oriented Processing System  |  |
| BLV        | Busy Line Verification   |  |
| BST        | BellSouth Telecommunications   |  |
| CABS       | Carrier Access Billing System  |  |
| CCS        | Common Channel Signaling   |  |
| CF         | Call Forwarding  |  |
| CGI        | Common Gateway Interface   |  |
| CLEC       | Competitive Local Exchange Carriers  |  |
| CLUB       | Customized Logo User Billing   |  |
| COFFI      | Central Office Features and Facilitation Information                           |  |
| CRIS       | Customer Records and Information System  |  |
| DA         | Directory Assistance   |  |
| DAAS       | Directory Assistance Access Services   |  |
| DAB        | Diskette Analyzer Bill   |  |
| DADS       | Directory Assistance Database Services   |  |
| DANSI      | Directory Assistance Number Services Intercept                                 |  |
| DAOAS      | Direct Access to Directory Assistance Service                                  |  |
| DID        | Direct In Dial   |  |
| DOE        | Direct Order Entry System  |  |
| DOJ        | Department of Justice  |  |
| DSAP       | Direct Order Entry System Application Processor                                |  |
| DUF        | Daily Usage File   |  |
| EB Gateway | Electronic Bonding Gateway   |  |
| EC-CPM     | Electronic Communications/Common Presentation Manager                          |  |
| ECT        | Emergency Call Trace   |  |
| ECTA       | Electronic Communication Trouble Administration                                |  |
| EDI        | Electronic Data Interchange  |  |
| EI         | Emergency Interrupt  |  |
| EMR        | Exchange Message Record  |  |
| EXACT      | Exchange Access Controlling and Tracking                                       |  |
| FACH       | Fully Automated Call Handling  |  |
| HDSL       | High bit rate Digital Subscriber Line  |  |
| INLP       | Interim Local Number Portability   |  |
| INP        | Interim Number Portability   |  |
| ISDN       | Integrated Service Digital Network   |  |
| LAN        | Local Area Network   |  |
| LCL        | Local Control Limit  |  |
| LCSC       | Local Carrier Service Center   |  |
| LENS       | Local Exchange Navigation System   |  |

## Glossary of Acronyms

|                |   |  |
|----------------|---|--|
| LEO            | Local Exchange Ordering   |  |
| LESOG          | Local Exchange Service Order Generator  |  |
| LIDB           | Line Information Database   |  |
| LMOS           | Loop Maintenance Operating System   |  |
| LMOS Host      | Loop Maintenance Operating System Host  |  |
| LMOS FE        | Loop Maintenance Operating System Front End   |  |
| MARCH          | Mechanized Administration of Recent Changes   |  |
| MLT            | Mechanized Loop Testing   |  |
| MTS            | Message Telephone Service   |  |
| Navigator      | BellSouth Software contracts that provide interface between various Legacy<br>computer systems and newly developed systems.   |  |
| NID            | Network Interface Device  |  |
| O/S            | Operating Systems   |  |
| OAIN           | Open Advanced Intelligent Network   |  |
| OPCH           | Operator Provided Call Handling   |  |
| OSS            | Operations Support Systems  |  |
| Predictor      | An adjunct system used with LMOS and MLT to shore historical data associated<br>with certain tests, and to improve the accuracy of future test results.   |  |
| PBX            | Private Branch Exchange   |  |
| PRI            | Primary Rate Interface  |  |
| PSIMS          | Product Service Information Management System   |  |
| RCF            | Remote Call Forwarding  |  |
| RSAG           | Regional Street Address Guide   |  |
| Service Center | A complex service center staffed with service representatives dedicated to<br>processing orders for complex services in conjunction with orders and service<br>inquiries managed by the CLEC account teams. |  |
| SOCS           | Service Order Control Systems   |  |
| SONGS          | Service Order Negotiation System  |  |
| STP            | Signal Transfer Point   |  |
| TAFI           | Trouble Analysis Facilitation Interface   |  |
| TN             | Telephone Number  |  |
| UCL            | Upper Control Limit   |  |
| UNE            | Unbundled Network Elements  |  |
| WFA            | Work Force Administration   |  |
| WMC            | Work Management Center  |  |